

Employee Assistance Program

A benefit provided to eligible employees of

The State of California



Administered by

MHN
www.mhn.com

What is an Employee Assistance Program (EAP)?

EAP is a service designed to help you manage life's challenges. Everyone needs a helping hand once in a while, and your EAP can provide it. We can refer you to professional counselors and services that can help you and your eligible family members resolve a broad range of personal problems affecting your emotional health, family life and work life.

How do I get help?

Simply call the number on this brochure. Your call will be answered by an experienced intake specialist. Based on your needs, the specialist will either provide a referral to, or connect you with, a counselor or consultant. These include psychologists, social workers, marriage and family counselors, financial advisors, child and elder care counselors, enrolled IRS agents, retirement counselors and lawyers.

Are EAP services confidential?

Yes. Your privacy is important to us. MHN abides by State and federal mandates governing confidentiality. Any information you reveal is held in confidence and your identity is protected according to the limits of the law.

Will I have to pay for services?

No. Your employer pays for your EAP services. There are no co-payments, co-insurance, or deductible payments, and you will not be liable to an MHN counselor for any fees covered by your EAP under any circumstances. If, however, you desire additional services not covered by EAP, or if you choose a counselor not in MHN's network, you will be responsible for payment.

Who is eligible for services?

Active State employees, their lawful spouse or registered domestic partner, and unmarried, dependent children are eligible. Dependent children include: natural, adopted or step-children who are under the age of 23. Children of any age who are incapable of self-sustaining employment due to a mental or physical disability are also eligible. Dependent children in the military are not eligible.

Depending on your employment category, you are eligible for the following number of sessions:

Employment Category	Counseling Sessions Per Year (July 1 - June 30)
Level 1 Bargaining Units 5 and 7 employees and all exempt, managerial, supervisory and confidential employees of the California Highway Patrol. Bargaining Unit 7 employees (R07), managers (M07), supervisors (S07) and confidential employees (C07) in any other department. Bargaining Unit 6 employees (R06), managers (M06), supervisors (S06) and confidential employees (C06). Bargaining Unit 8 employees (R08), managers (M08), supervisors (S08) and confidential employees (C08) including seasonal and intermittent firefighters.	<ul style="list-style-type: none">• 7 sessions per problem type for employee• 7 sessions per problem type for spouse or registered domestic partner• 7 sessions per problem type <u>total</u> for dependent children, not including the employee and spouse
Level 2 All California Highway Patrol, Department of Forestry and Fire Protection (State Fire Marshall), and Department of Corrections and Rehabilitation employees (unless listed in Level 1 above).	<ul style="list-style-type: none">• 3 sessions per problem type <u>total</u> for employee, spouse or registered domestic partner, and dependent children
Level 3 All other employees.	<ul style="list-style-type: none">• 3 sessions <u>total</u> for employee• 3 sessions <u>total</u> for spouse or registered domestic partner, and dependent children

When both spouses/registered domestic partners are State employees, spouses/registered domestic partners and family members are entitled to the counseling services under each employee's employment category. Group counseling sessions of standard duration with one counselor are counted as one session.

YOUR EAP SERVICES

MHN provides the following services to you and your eligible family members, paid for by your employer:

Clinical Counseling

Your EAP can provide an assessment, assistance, and referral to additional services when needed. Both face-to-face and telephonic counseling are available, and eligible members are entitled to a set number of counseling sessions per problem type, per benefit period, for a variety of issues, including:

- **Alcohol Abuse**
- **Drug Abuse**
- **Marital, Registered Domestic Partnership & Family Issues**
- **Emotional, Personal & Stress Concerns**

Work & Life Services

Telephone consultations are available for:

- **Legal Concerns** – Advice on family law, consumer issues, landlord/tenant disputes, personal injury, contracts, and criminal matters. (We do not cover immigration, tax, employment or patent law.)
- **Financial Issues** – Help for budgeting, credit issues, and financial planning. (Tax or investment advice, loans or bill payments are not included.)
- **Child & Elder Care Assistance** – Help in identifying care-giving needs and options, and in accessing available community and financial resources.
- **Federal Tax Assistance** – Help for IRS audits and unfiled or past-due tax returns. (This is not a tax representation or preparation service.)
- **Pre-Retirement Planning** – Guidance for planning a quality retirement. (This does not include investment, tax or legal advice.)
- **Organizing Life's Affairs** – Help with organizing records and vital documents, and with arranging "final details" for a loved one.
- **Concierge Services** – Referrals for everyday errands, travel, event planning and more. (We do not cover the cost, nor guarantee delivery, of services.)

Online Member Services

Access EAP information and tools online. With the click of a mouse you can:

- Search for an MHN counselor
- Manage your stress with interactive tools
- Take a health risk assessment
- Ask our expert an emotional health question

The site also has information and tools on the topics below:

- Anxiety
- Substance abuse
- Depression
- Grief & Loss
- Communication & Relationships
- Personal Finance
- Child & Elder care
- Health & Fitness

To access these services:

- Visit **<http://eap4soc.mhn.com>**, or use the link on the State of California website at **www.dpa.ca.gov/benefits/other/eap/eapmain.shtm**.
- Click the **Register** button and follow the simple registration process, using your company access code (**soc**) and selecting your own user name and password.
- If you wish to obtain a referral to a counselor, please call **(866) EAP-4SOC (866-327-4762)** for assistance.

**If you need help, call toll-free
24 hours a day, 7 days a week:**

(866) EAP-4SOC
(866) 327-4762

TDD callers dial: (800) 327-0801

Evidence of coverage and disclosure

To see a complete description of your EAP benefits in MHN's Combined Evidence of Coverage and Disclosure Form (EOC), please review the EOC to be provided by your benefits department. You may also contact MHN at (866) EAP-4SOC for a copy of the document.

What if I have a complaint?

If you have a complaint or dispute about MHN's services or counselors, you may call the same toll-free number you use to access your EAP services, submit a complaint online via the MHN website at: www.mhn.com, or submit a complaint in writing to:

Managed Health Network
Quality Management Department
1600 Los Gatos Drive, Suite 300
San Rafael, CA 94903

Complaints are acknowledged within 5 days and submitted for resolution to the appropriate department.

MHN is a licensed California specialized health care service plan. The Department of Managed Health Care (the "Department") is responsible for regulating health care service plans in California. If you have a grievance against MHN, you should first telephone MHN at 1-866-EAP-4SOC (1-866-327-4762), and use MHN's grievance process, as described above, before contacting the Department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by MHN, or a grievance that has remained unresolved for more than 30 days, you may call the Department. You may also be eligible for an Independent Medical Review ("IMR"). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The Department has a toll-free telephone number (1-888-HMO-2219) to receive complaints and a TDD line (1-877-688-9891) for the hearing and speech impaired. The Department's Internet website (<http://www.hmohelp.ca.gov>) has grievance forms, IMR application forms and instructions online.

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